

ABSTRACT

An apparatus, system and method for multimedia capturing, logging and retrieval are disclosed. The apparatus provides time synchronized voice and data interactions capturing and logging, secured playback and retrieval functionality for dispute resolution, for detecting negative and positive conduct, for business analysis and performance, and for quality management. The apparatus provides for synchronization and association of multi-media interactions for financial transactions in order to provide for the retrieval, playback, and review of the transaction-specific events in their temporally correct and integrated sequence.